

Par.1. **Material Transmitted and Purpose** – Transmitted with this Manual Letter are changes to Service Chapter 448-01 Administrative Procedures. This manual letter also incorporates changes made with:

- IM 5267 Sharing of information with Child Welfare Agencies

Par. 2. **Effective Date** – September 1, 2016

(Items that include a change in policy are indicated. All other items are corrections or clarifications.)

## **Responsibilities 448-01-15**

1. 448-01-15-10 County Responsibilities. Added hours of operation for county offices.

### **County Responsibilities 448-01-15-10**

The county social service agencies are responsible for the administration of Economic Assistance and Health Care Coverage programs within the guidelines established by the Department. The county social service agencies are responsible for submitting accurate and timely financial and program reports as required by the Department for its direction and supervision of the programs. Counties must also provide information to the public regarding specific programs.

County social service staff are responsible for effective case management consisting of:

1. Ensuring contact with applicants or recipients is pleasant and courteous;
2. Providing assistance to applicants and recipients in completing necessary forms and obtaining required information to determine initial and ongoing eligibility.

3. Determining initial and continued eligibility for assistance programs timely, conducting interviews and verify appropriate information, applying program policy, and the [prudent person concept](#). Only factual information relevant to the determination of eligibility will be requested and entered into the case file;
4. Providing the applicant or recipient with program information, benefit information and program requirements using the Application for Assistance Guidebook, program brochures and other available information;
5. Providing information and referral services necessary for applicants and recipients to become fully or partially self-sufficient or to resolve other issues;
6. Establishing easy access for applicants or recipient to provide information and report changes;
7. Ensuring that all reports of changes, complaints, and inquiries are responded to and acted upon promptly and accurately;
8. Maintaining and using computer systems for determining eligibility; and
9. Utilizing reports generated from eligibility systems to manage caseloads.
10. Providing casefile and all other pertinent information required for administrative reviews or audits conducted periodically by federal, state and county staff.

NOTE: State office staff will be responsible for obtaining information from electronic case files if available.

County social service staff who have access to Internal Revenue Service (IRS) and Social Security Administration (SSA) information received through a computer match are required to receive initial and annual safeguard training. The training includes IRS and SSA requirements, confidentiality

requirements, and the Privacy Act. The training addresses statutes governing the release of such data and penalties for unauthorized access to, or unauthorized disclosure of such data.

The county social service office is responsible to ensure staff complete the training. Staff must take the training upon start of employment and annually thereafter. TECS access will be revoked for failure to complete the annual training in the allotted timeframe. The Department makes this training available through E-Learning. The training includes information regarding:

- Internal Revenue Service (IRS) requirements
- Social Security Administration (SSA) requirements
- Confidentiality and safeguarding requirements
- The Privacy Act
- Statutes governing the release of such data
- Penalties for unauthorized access to or unauthorized disclosure of such data

### **Hours of Operation**

County social service offices must be open during regular business hours so individuals have access to services. In addition, Health Care Coverage requires that office hours be posted.

### **Access Log**

The county social service office is required by the Internal Revenue Service (reference Publication 1075, Section 4.3.2) to have a visitor access log to limit access to restricted areas, secure rooms and locked containers containing federal tax information (FTI) to authorized personnel only.

The visitor access log must include the following:

- Name and organization of the visitor
- Signature of the visitor

**Note:** Visitors do not need to sign the visitors log if staff meets with the client in a visitor room outside of the secure work areas.

- Form of identification i.e. driver's license

**Note:** If a visitor does not have identification, someone within the agency that knows the person may vouch for the person.

- Date of access
- Time of entry and departure
- Purpose of the visit
- Name and organization of the person visited

A log may be one sign in sheet or individual sign in sheets.

The visitor access log must be at the main entrance of the office area that contain FTI (i.e. eligibility workers offices, client case files, etc.) The visitor is to be escorted to and from their destination.

Each restricted area access log must be closed out at the end of each month and reviewed by a designee of the county director. The access log will be reviewed during the Quality Assurance on-site visit.

### **Use of Authorized Access List**

To facilitate the entry of employees who have a frequent and continuing need to enter a restricted area, but who are not assigned to the area, an authorized access list can be maintained so long as Minimum Protection Standards are enforced.

- Agency Employees (i.e. social work staff): The authorized access list must contain the following:
  - Name of individual
  - Agency or department name
  - Name and phone number of agency point of contact (POC)
  - Address of agency POC
  - Purpose for access

The list must be updated at least annually or when employee access changes.

- Vendors and Non-Agency Personnel (i.e. Regional Representatives, Quality Control Reviewer, mail service, etc.): The list must contain the following information:
  - Name of vendor/contractor/non-agency personnel
  - Name and phone number of agency POC authorizing access
  - Name and address of vendor point of contact
  - Address of vendor/contractor
  - Purpose and level of access

Vendors, contractors, and non-agency personnel list must be updated monthly.

**Retention of the Visitor Log**

The visitor log is to be retained for one year.

**Intentional Program Violation (IPV) 448-01-35**

2. 448-01-35-05 General Information. ~~Changed the policy numbers to reflect the correct numbers and removed the term hearing.~~

**General Information 448-01-35-05**

Any individual who is suspected of withholding information for the purpose of improperly establishing or maintaining eligibility for benefits shall be referred to the Legal Advisory Unit (LAU) for a determination of an IPV. IPV's are pursued in the CCAP, SNAP and TANF programs.

This section includes IPV ~~hearing~~ procedures only. For specific information on intentional program violation policies for these programs, refer to the sections below:

- [CCAP](#) 400-28-~~160~~ 162 Intentional Program Violation
- [SNAP](#) 430-05-~~75~~ 77 Intentional Program Violation
- [TANF](#) 400-19-~~135~~ 137 Intentional Program Violation

3. 448-01-35-10 Legal Advisory Unit's (LAU) Intentional Program Violation (IPV) Procedures. ~~Added clarification on procedures.~~

## **Legal Advisory Unit's (LAU) Intentional Program Violation (IPV) Procedures 448-01-35-10**

When an [SFN 1940](#) – TANF/SNAP/CCAP Notice of Suspected Intentional Program Violation is submitted to the LAU:

1. ~~The IPV is date stamped, and a file is opened.~~ A file is opened for each program for which an IPV is being pursued.
2. The IPV is reviewed for accuracy and checked for prior violations. If an error is found, the county eligibility worker will be contacted ~~receive either a phone call or letter.~~
3. If ~~an individual~~ the applicant or recipient has signed a waiver of hearing under part A or B, LAU will prepare a Findings & Order for signature by the Executive Director of the Department. ~~as well as a letter to the county director.~~ A copy of the ~~original~~ Findings & Order is mailed to the individual applicant or recipient, the eligibility worker, the regional representative and the program administrator ~~and the county director.~~

**NOTE: No Order will be signed by the Executive Director of the Department after the 20th of the month**

4. If ~~an individual~~ the applicant or recipient has not signed a waiver of hearing, a consolidated hearing will be held for all programs for which the IPV is being pursued. LAU will send a Request for an Administrative Law Judge and a copy of the SFN 1940 ~~prepare a hearing packet to be sent~~ to the Office of Administrative Hearings (OAH). A copy of ~~all information will be sent to OAH,~~ the request and SFN 1940 will be sent to the eligibility worker and the applicant or recipient in violation. An

Administrative Law Judge (ALJ) will be assigned and a hearing will be scheduled.

- If the applicant or recipient has legal representation, LAU will request representation from the Attorney General's Office for the county.
  - If the applicant or recipient does not have legal representation, the county will represent itself at the hearing.
5. When the hearing is complete, OAH will send a Recommended Findings & Order. LAU will send a copy to the program for review. If program agrees, the Order will be sent to the Executive Director of the Department. If program disagrees, LAU will re-write the Order and present both Orders (from the ALJ and LAU) to the Executive Director of the Department who will make a decision and sign the appropriate Order. A copy of the Order is mailed to the individual applicant or recipient, the eligibility worker, the regional representative and the program administrator. ~~and the county director.~~

**NOTE: No Order will be signed by the Executive Director of the Department of Human Services after the 20th of the month.**

4. 448-01-35-15 Office of Administrative Hearing (OAH) Intentional Program Violation Notification. Added clarification on procedures.

## Office of Administrative Hearing (OAH) Intentional Program Violation Notification 448-01-35-15

~~When OAH receives a hearing packet~~ After receiving a Request for Administrative Law Judge from the Legal Advisory Unit, OAH will mail a ~~written notice of an intentional program violation hearing~~ (Notice of Hearing and Specification of Issue Hearing) to the applicant, recipient or authorized representative and the county eligibility worker, not less than thirty days prior to the hearing. The notice will include, but is not limited to, the following

1. The date, time, and place of the hearing;
2. The issue for the hearing, including a statement of the alleged violation against the applicant or recipient;
3. The disqualification periods if it is determined the applicant or recipient has committed an intentional program violation;
4. Instructions as to hearing procedures, submission of documents, identification of witnesses, and requesting a continuance.
5. The SFN 1940 - TANF/SNAP/CCAP Notice of Suspected Intentional Program Violation is included as an attachment. The SFN 1940 notice includes, but is not limited to, the following:
  - a. A summary of the evidence, and how and where the evidence can be examined; and

- b. A statement that the applicant or recipient may waive the right to appear at an intentional program violation hearing; ~~and~~

~~c. A copy of the DN 1087A copy of the DN 1087 – Legal Services Organizations~~

- 6. A copy of DN 1087 – Legal Services Organizations

The applicant or recipient must be referred to the OAH for any questions they may have regarding this notice or the hearing.

5. 448-01-35-20 – Applicant or Recipient's Rights and Responsibilities – Intentional Program Violation (IPV). Clarified item number five below.

### **Applicant or Recipient's Rights and Responsibilities - Intentional Program Violation (IPV) 448-01-35-20**

When a notice of IPV hearing has been issued, the applicant, recipient or their authorized representative must be allowed an opportunity to:

1. At a reasonable time before the hearing and during the hearing:
  - a. Examine the contents of the household's case file.
  - b. Examine all documents and records used at the hearing.
2. Present the case or have it presented by an authorized representative who could include legal counsel or an interpreter, or both.
3. Bring witnesses.
4. Establish all pertinent facts and circumstances.
- ~~5. Advance arguments without undue interference.~~ Offer an explanation against the charge without undue interference from those in attendance.
5. Question or contest any testimony or evidence, including the opportunity to confront and cross-examine adverse witnesses.

6. 448-01-35-25 County's Responsibilities – Intentional Program Violation (IPV). Added clarification on procedures.

## **County's Responsibilities - Intentional Program Violation (IPV) 448-01-35-25**

~~When a notice of IPV hearing has been issued, the eligibility worker will receive a letter from the Legal Advisory Unit indicating the Request for Hearing and a copy of the notice that resulted in the hearing was forwarded to OAH. This letter will also indicate that OAH will be sending the eligibility worker a 'Notice of Hearing & Specification of Issue'.~~

Upon receipt of the 'Notice of Hearing & Specification of ~~the~~ Issue', the eligibility worker must:

1. Follow the instructions included on this notice, which includes sending all pertinent information to ~~the ALJ OAH~~ and the applicant or recipient, not less than 10 business days prior to the hearing. ~~appellant~~
2. Ensure the necessary witnesses are at the hearing.
3. Bring the necessary evidence to the hearing.
4. Come to the hearing prepared as though the applicant will attend, even though you may have reason to believe the applicant, recipient or authorized representative will not attend the hearing.
5. Make certain the conference telephone is in good working order.

**NOTE: If the client provides a signed waiver to the county prior to the hearing, a copy must be sent to the LAU and ALJ.**

7. 448-01-35-30 Office of Administrative Hearing (OAH) Intentional Program Violation (IPV) Hearing Procedures. Added good cause for failure to receive notice of hearing.

## **Office of Administrative Hearing (OAH) Intentional Program Violation (IPV) Hearing Procedures 448-01-35-30**

An administrative hearing is similar to a trial in court. All witness testimony is under oath. Hearings are formal but conducted as informally as possible and will be conducted in-person or by telephone.

An Administrative Law Judge (ALJ) presides at the administrative hearing. The ALJ is an OAH employee, not a Department of Human Services employee. The ALJ conducts the hearing, decides which evidence to admit and has the duty to ensure the hearing meets due process requirements.

The County (Department) has the burden of proof; it must show by clear and convincing evidence that there was a program violation and that it was intentional. The County must make this presentation of evidence whether or not the applicant or recipient attends the hearing.

Facts must be established and evidence presented at the hearing. Generally, documentary evidence is submitted prior to the hearing, but must still be offered for admission at the hearing. Evidence may be testimony or documents and must be relevant to the hearing issues. The parties may ask questions of witnesses and offer evidence to be admitted. The ALJ may ask questions of witnesses and admit evidence.

If the applicant, recipient or a representative fails to appear at the hearing without good cause, as determined by the ALJ, the hearing will be conducted as scheduled, without the household's representation. ~~If the applicant or recipient cannot be located for the service of the notice of hearing, OAH will return the file to LAU, who will return it the county until the applicant or recipient is located.~~

If the hearing is conducted without the applicant, recipient or a representative present and there is a determination that an IPV has been committed, the applicant or recipient:

- Has ten days from the date of the hearing to present reasons indicating good cause for failure to appear.
- In addition, for SNAP, the household has thirty days after the date of the written notice of the hearing decision to claim good cause for failure to appear due to a non-receipt of the hearing notice

If an ALJ or the appeals supervisor later determines there was good cause for the failure to appear, a new hearing must be conducted.

8. 448-01-35-35 Administrative Law Judge (ALJ) Recommended Intentional Program Violation (IPV) Hearing Decision. ~~Removed incorrect procedure.~~

### **Administrative Law Judge (ALJ) Recommended Intentional Program Violation (IPV) Hearing Decision 448-01-35-35**

Within 90 days of the date the applicant or recipient is notified in writing that the hearing has been scheduled:

- The hearing will be conducted;
- A decision will be made; and
- The applicant or recipient will be notified of the decision.

The ALJ's decision is based on the evidence offered and admitted, as well as on applicable law. The ALJ's recommended decision must specify the reasons for the decision, identify the supporting evidence, identify the pertinent regulations, and respond to reasoned arguments made by the applicant, recipient or representative.

The ALJ issues a recommended decision (findings of fact, conclusions of law and order) to the parties and the Executive Director of the Department. ~~A copy of the Order is sent by regular mail with an affidavit of mailing to the individual with return service requested. A copy of the Order is sent to the regional representative, the program administrator and the county director.~~

**NOTE: There is no further administrative appeal after the intentional program violation hearing. A subsequent fair hearing procedure cannot reverse a determination of an intentional program violation arising from an intentional program violation hearing.**

9. 448-01-35-40 Decision on Intentional Program Violation (IPV) Hearing. Added who will get copies of the signed decision in addition to the recipient.

## **Decision on Intentional Program Violation (IPV) Hearing 448-01-35-40**

Upon receipt of the administrative law judge's recommended decision the Executive Director of the Department of Human Services may:

- Adopt the recommended decision;
- Decide the matter on the record; or
- Order another hearing to be conducted.

When a decision is signed by the Executive Director of the Department of Human Services, a copy of the signed decision is sent to the applicant or recipient, the eligibility worker, the regional representative, and the program administrator. The decision is sent by regular mail with a return service requested.

A decision signed by the Executive Director of the Department is final and is not appealable.

**Eligibility Computer Systems 448-01-45**

10. 448-01-45-10 Access and Security to the Eligibility Systems. Added the SFN number and title of the system request form.

**Access and Security to the Eligibility Systems  
448-01-45-10**

The County Director or their designee must request access to eligibility computer systems for staff in their office by using the **SNF 428 County Security Request Form. ~~County System Request/Authorization Form.~~** This form along with instruction for completion can be found on the County Intranet in the Information Technology folder.

This form must also be completed when a staff member terminates employment with the county.

**Interfaces 448-01-50**

11. 448-01-50-07 ND Verify. Clarified item below as Child Support Information is now available for CCAP and LIHEAP.

**NDVerify 448-01-50-07**

The NDVerify System streamlines the search of different interfaces/sources to obtain verifications electronically. This system allows multiple interfaces/sources to be searched for household members known to the TECS, Vision, LIHEAP or CCAP Systems at the same time.

The following interface verification sources are available in NDVerify:

- Birth/Death Records (ND Vital Records)
- Health Insurance (DEERS)
- ND Child Support (~~FACSES~~)
- ND Department of Corrections
- ND Motor Vehicle/Watercraft (Motor Vehicle/Game & Fish)
- ND State Directory of New Hire
- ND State Hospital Admission/Discharge
- ND Unemployment Insurance Benefits (Job Service)
- ND Wages (Job Services)
- Other Benefit Information
- SNAP Intentional Program Violations
- WSI Medical Claims Status

- Request UPA
- Request 40 Quarters

NDVerify will search individuals known to one of the eligibility systems. Before initiating a search in NDVerify, all individuals must be registered in the TECS, Vision, LIHEAP or CCAP system.

- For Health Care Coverage (HCC), SNAP and TANF, staff will search by Case Number.
  - All active clients in the case and all interface sources available to HCC, SNAP and TANF will default as 'selected'. The worker can choose to deselect clients, sources, or a combination of both.
- For LIHEAP and CCAP, staff will search by social security number (SSN), last name and first name, since these programs/systems do not have case numbers. The date of birth can be entered to assist with the search, but is optional.
  - All active clients for whom the search has been requested, and all interface sources available to LIHEAP and CCAP will default as 'selected'. The worker can choose to deselect clients, sources, or a combination of both.

When a search has been initiated, the results will be stored in NDVerify with a time and date stamp and the User ID of the individual who completed the search. The history of all searches serves as verification of information used at the time of the eligibility determination. Staff do not need to print copies of the results and store them in paper or electronic case files.

**Note:** These search results are considered part of the case file and used to determine eligibility for all Economic Assistance or Health Care Coverage programs in North Dakota.

The 'Verification' type of 'Interface' must be selected in the eligibility systems when the information has been verified through a NDVerify search result.

The View ND Motor Vehicle/Watercraft search results display a 'Rank' column. The 'Rank' defines the match accuracy of the search results. The higher the 'Rank' the more accurate the data will be.

Information from the following sources is not available for CCAP or LIHEAP ONLY cases:

- ~~ND Child Support (FACSES)~~
- ND State Directory of New Hires
- Request UPA

In addition, ND New Hires ~~(FACSES)~~ and Request UPA is not available for Healthy Steps ONLY cases.

Access to NDVerify is provided to workers based on their role listed on the County System Request Form. This form is completed and submitted by the County Director or the County Director's designee. The form, along with instruction for completion, can be found on the County Intranet in the Information Technology folder.

12. 448-01-50-07-05 Birth/Death Records (ND Vital Records). Added clarification regarding this use of information.

## **Birth/Death Records (ND Vital Records) 448-01-50-07-05**

NDVerify interfaces with ND Vital Statistics to provide verification of the date of birth, date of death, citizenship, and relationship for individuals in the household for whom the search was initiated, regardless of age.

When the results are received, each match will be ranked based on the accuracy of the data:

- Rank 'A' appears when the client's last name, first name and date of birth, or last name and date of birth match exactly.
- Rank 'B' appears when the birth date, first 3 characters of the last name and first 2 characters of the first name match.

If the results are inconsistent with what the household has provided, the household needs to be referred to the Vital Statistics Office at the North Dakota Department of Health. Workers should not say what information does not match, but inform the applicant or recipient it cannot be verified and that the individual needs to contact the Vital Statistics Office to obtain a certified copy.

Data received as a result of this search is owned by the Vital Statistics Office at the North Dakota Department of Health. This information:

- MUST NOT be released to any agency or individual (including the applicant or recipient), even with the individual's signed release.
- CAN be used for administration of the program which includes appeals and IPV's.

13. 448-01-50-07-10 Health Insurance (DEERS). Added clarification regarding this use of information.

## **Health Insurance (DEERS) 448-01-50-07-10**

NDVerify interfaces with the Defense Enrollment Eligibility Reporting System (DEERS); a military database that lists everyone who is eligible for TRICARE and CHAMPVA health coverage. The search results will display information for individuals for whom the search was initiated, regardless of age.

If the search results are inconsistent with what the household has provided, additional verification is required.

Data received as a result of this search is owned by the Department of Defense. This information:

- Is only for workers who determine eligibility, ongoing benefits or payments for Medicaid and Healthy Steps Programs in North Dakota.
- Cannot be accessed for CCAP, LIHEAP, SNAP or TANF cases.
- MUST NOT be released (given, mailed or e-mailed) to any agency, applicant, recipient, authorized representative, or other individual.
- CAN be used for administration of the program which includes appeals and IPV's.

14. 448-01-50-07-15 ND Child Support (FACES). Added clarification regarding this use of information.

## **ND Child Support (FACSES) 448-01-50-07-15**

NDVerify interfaces with the ND Child Support Fully Automated Child Support Enforcement System (FACSES) to provide verification of child, spousal and medical support paid and received, paternity status, and court order information. The search results will display the previous 12 months of information for individuals in the household for whom the search was initiated, regardless of age.

If the results are inconsistent with what the household has provided, the household needs to be referred to the ND Child Support Agency to obtain verification.

Data received as a result of this search is owned by the North Dakota Child Support Agency. This information:

- Is only for workers who determine eligibility, ongoing benefits or payments for Medicaid, Healthy Steps, SNAP and TANF Programs in North Dakota.
- ~~Cannot be accessed for CCAP, or LIHEAP ONLY cases.~~
- MUST NOT be released (given, mailed or e-mailed) to any agency, applicant, recipient, authorized representative, or other individual. Requests from these individuals must be referred to the Child Support Agency.
- CAN be used for the administration of the program which includes appeals and IPV's.

**Exception:** The date and amount of a child support payment may be provided to the applicant, recipient or authorized representative.

15. 448-01-50-07-20 ND Department of Corrections. Added clarification regarding this use of information.

## **ND Department of Corrections 448-01-50-07-20**

NDVerify interfaces with the ND Department of Corrections to verify individuals who have been or are currently incarcerated in the ND State Penitentiary during the past twelve months. Search results will display for those individuals for whom the search was initiated, who are age 18 and older.

If the search results are inconsistent with what the household has provided, the worker will need further verification.

Data received as a result of this search is owned by ND Department of Corrections. This information:

- MUST NOT be released to any agency or individual (including the applicant or recipient), even with the individual's signed release.
- CAN be used for the administration of the program which includes appeals and IPV's.

16. 448-01-50-07-40 ND Unemployment Insurance Benefits (UIB) (Job Service). Added clarification regarding the use of this information.

## **ND Unemployment Insurance Benefits (UIB) (Job Service) 448-01-50-07-40**

NDVerify searches a database of records consisting of the monthly UIB benefit amounts individuals have received from North Dakota during the previous 12 months, regardless of their age (this is the same information received through the IEVS UIB Hits).

**Note:** Due to federal requirements, workers will continue to receive IEVS UIB Hits in TECS, which will need to be worked within 30 days.

The 'ND Unemployment Insurance Benefits (Job Service)', search results will include verification of UIB benefits, for individuals in the household, for whom the search was initiated. If the search results differ from current information provided, the results may serve as a lead that may require further investigation. When necessary, the household may need to obtain verification from Job Service North Dakota.

Workers in each county who have been allowed access to the Unemployment Insurance Benefit (UIB) Interface, owned by Job Service of North Dakota will continue to have the ability to search this interface. (Refer to Unemployment Insurance Benefit Interface in Section 448-01-50-25.)

Data received as a result of this search is owned by Job Service North. This information:

- CAN be used for administration of the program which includes appeals and IPV's.
- CAN be released to the applicant, recipient or authorized representative.
- CANNOT be released (given, mailed or e-mailed) to any agency or other individual in or out-of-state.

17. 448-01-50-15-20 Reporting and Tracking Improper Access and Disclosure of Social Security Administration (SSA) Information. Added clarification regarding who to report breaches to.

## **Reporting and Tracking Improper Access and Disclosure of Social Security Administration (SSA) Information 448-01-50-15-20**

The state and county social service offices will immediately report breaches of access and disclosure requirements applicable to SSA information to SSA and the Assistant Director of the Economic Assistance Division Public Assistance within the Department.

**NOTE: SSA information, with the exception of BENDEX Wage, received through the interface may be released to the applicant or recipient with a signed release of information but cannot be release to any other individual or agency.**

**SSA information provided by the applicant or recipient may be shared upon receipt of a signed release of information from the applicant or recipient.**

When an improper disclosure of the information occurs, the employee improperly disclosing the information must create a record of the disclosure to include:

- What information was disclosed
- To whom the disclosure was made
- The purpose for disclosure
- The legal basis for disclosure; and
- The name of the employee who authorized the disclosure.

This record must be retained for 5 years and a copy of this record must be provided to the Assistant Director of the Economic Public Assistance Division.

18. 448-01-50-15-45 Social Security Administration (SSA)/Beneficiary Data Exchange (BENDEX) System. Spelling correction.

## **Social Security Administration (SSA)/Beneficiary Data Exchange (BENDEX) System 448-01-50-15-45**

### **SSA**

The Social Security Administration administers the Retirement, Survivors, and Disability Insurance (RSDI) Program which is authorized under Title II of the Social Security Act. SSA is a social insurance program that provides benefits to individuals who have retired, are disabled, survivors of workers who have died and dependents of beneficiaries. The RSDI program is funded through dedicated payroll taxes under the Federal Insurance Contributions Act (FICA).

### **BENDEX**

The BENDEX is a verification of SSA benefits and Medicare Part A and B effective dates, premium amounts, and who is responsible for the premiums.

The social security number (SSN) of anyone applying for TANF, MA, and/or SNAP is sent to SSA for information on the individuals SSA benefit. SSA keeps the SSN's on file and does a monthly match against their information. If there is a difference between the information on file and current information, they send a BENDEX transaction back. The ~~BENEX~~ BENDEX transactions are then compared to the SSA information entered into the TECS and Vision systems. If the information does not match, the following alerts will be generated. The eligibility worker must verify the new SSA benefit and/or Medicare premium amounts through NDVerify for TANF, Medicaid, and SNAP.

**TECS BENDEX ALERTS GENERATED:**

BDX SS# WAS UPDATED	<p>This alert is generated when a BENDEX record is received from SSA.</p> <p>The worker should check TPQY to determine if the benefit amount changed, if a person has become eligible for Medicare or if status of Medicare has changed.</p> <p><b>NOTE: You may not see any change on the TPQY as a BENDEX record contains many data values. Not all data is displayed on TPQY.</b></p>
BDX SS# DISCREPANCY	<p>This alert is generated when the gross benefit amount on BENDEX record from SSA is different than the SSA benefit amount (less the Medicare premium) on UNIN in TECS.</p> <p>The worker should check TPQY to determine if the benefit amount changed.</p>
BDX SS# NAME MISMATCH	<p>This alert is generated if there is a mismatch with the name shown on the BENDEX record from SSA and the name shown in TECS.</p> <p>The worker should check TPQY to determine the correct name.</p>
SS# CHECK TPQY PAY CODE	<p>This alert is generated if the BENDEX record from SSA and has a pay status other than "CP".</p> <p>The worker should check TPQY to get their current status.</p>

	<b>NOTE: The pay status codes on the TPQY have been defaulted to words for your convenience.</b>
?? FRAUD/BDX CONFLICT WITH XX	<p>This alert is generated when there is a conflict with another state. Either the individual is receiving assistance in another state, has applied for assistance in another state or someone else is using their social security number in another state.</p> <p>The worker should: Check TPQY for address. Ask individual where they previously live and if they were on Medicaid in another state. Contact the other state to determine which state needs to close their case.</p> <p><b>NOTE: If someone else is using their SSN, the other state needs to re-verify their applicant or recipient's SSN and fix their records.</b></p>

**VISION BENDEX ALERTS GENERATED:**

BENDEX UPDATED	<p>This alert is generated when a BENDEX record is received from SSA but there is no SSA income or Medicare premium amount listed in Vision.</p> <p><b>The alert description states:</b> The BENDEX file has updated information for (SSN). Check TPQY for change in benefit amount and/or Medicare Coverage. Enter correct gross SSA income amount and/or Medicare premium expense if not eligible for SSI or QS Buy-In.</p>
BENDEX \$\$ DISCREPANCY	<p>This alert is generated when there is information on the BENDEX file that is different than what is in Vision.</p> <p><b>The alert description states:</b> The BENDEX file and Vision have a discrepancy in the SSA gross benefit amount for (SSN). Check TPQY and change the SSA income amount.</p>
BDX NAME ERROR	<p>This alert is generated when the name on the BENDEX file is different than what is in Vision. Check TPQY.</p> <p><b>The alert description states:</b> BENDEX Name error (SSN) is different than what Vision has.</p>
CHECK TPQY PAY CODE	<p>This alert is generated when the BENDEX file no longer has a pay code of CP - current pay.</p> <p><b>The alert description states:</b> Check TPQY Pay Code for (SSN). BENDEX no longer has a</p>

	'CP/Current Pay' record.
CHECK FOR FRAUD	<p>This alert is generated when there is a conflict with another state. Either the individual is receiving assistance in another state, has applied for assistance in another state or someone else is using their social security number in another state.</p> <p><b>The alert description states:</b> Check for Fraud in (State Name) for (SSN). (SSN) may have an open case in (State code) or someone else could be using their SSN.</p>